

Q: What if your town has a volunteer fire department? Our town owns the building and pays all energy bills, but the volunteer department is not officially a town department.

A: If the building is owned and the energy bills are paid for by the municipality, this should be included in the baseline.

Q: Is there a specific time window when the loaded use data is updated every night?

A: No. If data is entered "today," it should be reconciled in MEI by the start of the business day "tomorrow." If not, contact Peregrine support or your Regional Coordinator.

Q: How do you enter in vehicle usage?

A: Fuel use from all vehicles must be included but does not need to be entered by individual vehicle. It can be by fuel use for the entire fleet. Diesel and gasoline must be listed separately. Once access to MEI is obtained, refer to the support/training videos "Add a New Energy Account," "Add Energy Use Manually," and/or "Upload a Spreadsheet." If you still have questions, contact Peregrine support by email with your specific question.

Q: What is Aimee's e-mail? Seth's appears under her name again on the contact info slide?

A: aimee.powelka@ state.ma.us

Q: I added new gas accounts two months ago and haven't seen any usage data loaded from utility. Should I contact Columbia Gas directly?

A: Contact your Regional Coordinator by email and include the account numbers, along with an explanation of the problem/lack of data and the time period/months that is/are in question.